Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - First Contact Resolution | |
Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Science Technology and Research	Metro A Desktop Support	Robert Wall	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Help Desk	Edward Fortner	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		4 2	4 2
Customer Company Total			4 2	4 2

Science Technology and Research

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | Top Number - Total Incidents | |
| | | | Bottom Number - Missed Inital Response | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Science Technology and Research	Metro A Desktop Support	Robert Wall	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Edward Fortner	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		4 1	4 1
Customer Company Total			4 1	4 1

Science Technology and Research

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Metro A Desktop Support	Robert Wall	1 0.16	1 0.16
		Assigned to Individual Total	1 0.16	1 0.16
	Metro A Help Desk	Edward Fortner	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Scott Jesienouski	1 2.15	1 2.15
		Assigned to Individual Total	1 2.15	1 2.15
	Voice Operations	Romanza Hamblin Sorensen	1 0.09	1 0.09
		Assigned to Individual Total	1 0.09	1 0.09
	Assigned Group Total		4 0.60	4 0.60
Customer Company Total			4 0.60	4 0.60

Science Technology and Research

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution	
Customer Company	Assigned Group	Assigned to Individual	Low	MR Total
Science Technology and Research	Metro A Desktop Support	Robert Wall	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Edward Fortner	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		4 0	4 0
Customer Company Total			4 0	4 0

Science Technology and Research

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Metro A Desktop Support	Robert Wall	1 0.18	1 0.18
		Assigned to Individual Total	1 0.18	1 0.18
	Metro A Help Desk	Edward Fortner	1 1.64	1 1.64
		Assigned to Individual Total	1 1.64	1 1.64
	Rural South Desktop Support	Scott Jesienouski	1 2.15	1 2.15
		Assigned to Individual Total	1 2.15	1 2.15
	Voice Operations	Romanza Hamblin Sorensen	1 0.64	1 0.64
		Assigned to Individual Total	1 0.64	1 0.64
	Assigned Group Total		4 1.15	4 1.15
Customer Company Total			4 1.15	4 1.15

Science Technology and Research

Detail

INC000000560125	Ronda Robbins Jones	Application	Error	None			TIR Missed: No	0.16
Metro A Desktop Support	Robert Wall		Science Technology and Research	Low	Closed		TTR Missed: No	0.18
INC000000562200	Ronda Robbins Jones	Telecom	Coverage Path	Telephone			TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen		Science Technology and Research	Low	Closed		TTR Missed: No	0.64
INC000000568187	Perry Thomson	None	None	None			TIR Missed: Yes	2.15
Rural South Desktop Support	Scott Jesienouski		Science Technology and Research	Low	Resolved		TTR Missed: No	2.15
INC000000569777	Ronda Robbins Jones	None	None	None			TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner		Science Technology and Research	Low	Resolved		TTR Missed: No	1.64